

Notice of References Cited	Application/Control No.	Applicant(s)/Patent Under Reexamination	
	09/825,153	JACOBS ET AL.	
	Examiner	Art Unit	
	Scott L. Jarrett	3623	Page 1 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-5,764,953	06-1998	Collins et al.	703/17
*	B	US-5,774,661	06-1998	Chatterjee et al.	709/203
*	C	US-5,590,269	12-1996	Kruse et al.	705/9
*	D	US-6,484,036	11-2002	Sorkin et al.	455/508
*	E	US-2001/0029499	10-2001	Tuatini et al.	706/47
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)		
	U	Collins, John E. et al., Automated Assignment and Scheduling of Service Personnel IEEE Expert, April 1994, Pages 33-39		
	V	Lesaint, D. et al., Dynamic workforce management IEE Colloquium on AI for Network Management Systems, Digest No: 1997/094, April 1997		
	W	Guido, Bruno et al., Work Force Management (WFM) Issues Network Operations and Management Systems (NOMS'98), 1998, Pages 473-482		
	X	Bisio, Rosella et al., Effective Resource Scheduling in Work Force Management content for Telecommunications Work Centers CPAIOR'99		

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No.	Applicant(s)/Patent Under Reexamination
	09/825,153	JACOBS ET AL.
	Examiner	Art Unit
	Scott L. Jarrett	3623
		Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
	A	US-			
	B	US-			
	C	US-			
	D	US-			
	E	US-			
	F	US-			
	G	US-			
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	Lesaint, D. et al., Dynamic Workforce Scheduling for British Telecommunications plc Interfaces, January-February 2000, Vol. 30, No. 1, Pages 45-56
	V	Jing, Jin et al., WHAM: Supporting Mobile Workforce and Applications in Workflow Environments Research Issues in Data Engineering, RIDE 2000, February 28-29, 2000
	W	MDSI-Advantex.com Web Pages February 1999, Retrieved from Archive.org December 11, 2006
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.